



**IT WORKS! RETAIL CUSTOMER AGREEMENT
TERMS & CONDITIONS
UNITED STATES**

I. GENERAL TERMS

1. The Retail Customer order will be concluded between you as the Retail Customer on the one hand and It Works! on the other, in the event that you place your order via this website.
2. The Retail Customer order will be concluded between you as the Retail Customer on one hand and your It Works! Independent Distributor on the other, in the event that you order products through an It Works! Independent Distributor. Retail Customers can retrieve their Independent Distributor's information by contacting Customer Support (information below).
3. Acceptance of the order and the completion of the contract will take place upon complete payment of the products ordered unless It Works! has notified you that we do not accept your order or you have cancelled it.
4. A Retail Customer must be at least 18 years of age as our products are intended for use by adults only.
5. The ordered products will be sent to the address of the Retail Customer indicated in the order. The risk of loss and damage is carried by the Retail Customer beginning with delivery to the Retail Customer or their receiving agent (family member, neighbor, etc.).
6. This contract is ruled by the laws of the State of Florida.
7. If any provision in these Terms & Conditions is or becomes ineffective the other provisions remain effective.

II. IT WORKS! PRODUCT REFUNDS AND RETURNS POLICY

1. Because It Works! products produce different results for different people, It Works! does not guarantee specific results nor offer a money back guarantee. Retail Customers should follow the directions with each product received.
2. To receive a refund, all products must be post-marked within thirty (30) days of the ship date and all items must be in an unopened, "new" condition. The Retail Customer is responsible for all return shipping costs.
3. To receive a replacement product or a refund on incomplete or defective product, the Retail Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective product must be made available for inspection at the Returns Processing Center.
4. When making a return, the Retail Customer must use a traceable shipping method. It Works! is not liable for the shipping costs of returned products or any return shipments that may be lost in the return shipping process.
5. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a \$15 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Center and are not guaranteed a refund.
6. If only a portion of a stocked package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the refund on the return order.
7. Once the returned order is received and inspected at the Returns Processing Center (usually within 10 business days), a refund will be processed to the credit card used to purchase your order. Depending on the credit card company, it may take an additional 2-10 business days after a refund is applied for monies to post to the card used for purchase.
8. All returns must be accompanied with the original, or a copy of the original, packing slip.
9. To exchange products, Retail Customers should contact Customer Support at the numbers listed below within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase in exchange. Exchange orders should be placed prior to Retail Customer's returning their original items for refund.



908 Riverside Dr. • Palmetto, FL 34221

PRODUCTS MUST BE RETURNED TO:

IT WORKS MARKETING, INC.
4005 Newpoint Place
Suite 200
Lawrenceville, GA 30043

III. DATA PROTECTION

The Retail Customer agrees that any personal data provided by him/her will be stored and processed by It Works Marketing, Inc. 908 Riverside Drive, Palmetto, Florida 34221 USA in order to register the It Works! Retail Customer, to complete and fulfill orders and process invoices, and to send the Retail Customer information on products or services that It Works! believes may be of his/her interest. Consumers may exercise their rights of objection, access, correction and deletion with regard to their data under the terms envisaged by Personal Data Protection Law. These rights may be exercised in writing by sending a request, together with documentation evidencing his/her identity, to: privacy@itworksglobal.com. For further information, please refer to the [It Works! Privacy Policy](#) located on the corporate website.

Customer Support Numbers:

1-800-537-2395 or 952-540-5699

Customer Support Hours of Operation:

(Hours are based on the Central Standard time zone for Chicago, USA)

Monday – Friday: 6:30 am to 8:00 pm CST
Saturday & Sunday: 8:30 am to 5:00 pm CST

JUNE 2016